

Community Voice Mail

A Vital Link: Veterans

*"This service is of great importance to our program, the veterans that we serve and our community. Without CVM many of our clients would lack the ability to obtain services, gain employment, secure housing and pursue independence." -
- CVM Participating Agency KC Veterans Program*

Case Study:

Photo by Rajiv Kapoor



Neil, a forty-one year old US Veteran, has been using Community Voice Mail off and on for about 12 years. Neil suffers from post traumatic stress disorder (PTSD) making it difficult to hold down a job. Neil first recalls learning about Community Voice Mail while living with friends. "It was really handy," Neil said of the service. Over the years he has moved in and out of the Seattle area ensuring that with each move back to Seattle he connects to Community Voice Mail.

Community Voice Mail plays an important role in his life. It allows him to communicate with his case workers, friends, family, potential employers, and most importantly, his daughter with whom he speaks with about once a week.

The Challenge

How can we keep the faith with our veterans by ensuring a consistent point of contact to access services and benefits?

Currently, more than 300,000 veterans experience homelessness each year. CVM estimates that 30% of these veterans (90,000) do not have a reliable phone number. Veterans often become homeless waiting for delayed benefits or pay. The simple lack of a consistent phone number can complicate and delay resolution further making a bad situation far worse.

The Opportunity

Ensure that every veteran has a Community Voice Mail number to receive vital information about benefits and services in a timely and consistent way.

Reduce waste and lower the rate of homelessness among the veteran population by decreasing the backlogs of un-served veterans. Give veterans the tool they need to connect with the community and resources they need to maintain their dignity and ensure our nation's promise to service people is honored.

How Community Voice Mail Works

By partnering with the VA, social service agencies or veteran support organizations, we help disconnected veterans get connected again by partnering with agencies to link people to services.

Step One: Community Voice Mail delivers personalized 24-hour voice mail access to people in crisis and transition who need a reliable and confidential way to communicate with providers, case managers, social service staff and family.

Step Two: Community Voice Mail broadcasts timely and targeted information to users' voice mail boxes through its unique telecommunications VOIP network.

Step Three: Community Voice Mail collects feedback from clients through voice mail surveys to guide the effective and efficient delivery of services.

Our Impact

Community Voice Mail (CVM) helps people living in poverty, transition, and homelessness rebuild their lives by connecting them to jobs, housing, information and hope. We do this by customizing and distributing communications technology via a national network of community-based services.

Community Voice Mail helps more than 40,000 people each year through 2,000 agencies in nearly 400 cities and towns nationwide. CVM clients typically enroll in CVM for multiple reasons and 70% of clients report achieving one or more of their goals.

CVM Veterans Statistics and Highlights:

11% of current CVM users self-identified as veterans

~4,000 veterans use CVM each year.

118 CVM participating agencies provide services to veterans

94% of CVM users who are veterans say CVM was "Very Helpful" or "Somewhat Helpful" in attaining their goals.